



**Telangana Social Welfare Residential  
Degree College For Women, Nirmal**

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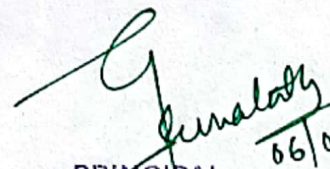
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Principal



Date: 06/07/2021

**Grievance Redressal Policy  
at Telangana Social Welfare  
Residential Degree College for Women, Nirmal**

  
06/07/2021

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The Institute has a students Grievance Redressal Committee (GRC). The functions of the Committee are to look into the complaints lodged by any student and judge its merit. The Grievance Redressal Committee is also empowered to look into matters of harassment.

Any one with a genuine grievance may approach the Grievance Redressal Committee members in person. In case the person is unwilling to appear in self, grievances may be sent in writing. Grievances may also be sent through e-mail to the officer in-charge of Student's Grievance Redressal Committee or Principal.

## 2. Objectives

- To provide a fair and transparent mechanism for redressal of grievances.
- To ensure a speedy resolution of complaints.
- To promote a harmonious and conducive learning environment.

## 3. Scope

This Standard Operating Procedure applies to all students, faculty, and staff of Telangana Social Welfare Residential Degree College for Women, Nirmal.

## 4. Composition of the Grievance Redressal Committee

- **Chairperson:** Principal of the College
- **Member Secretary:** Senior Faculty Member
- **Members:** All Head of the Departments
- **Student Representatives:** Two student members
- **Administrative Staff Representative:** One non-teaching staff member

## 5. Grievance Submission

- **Mode of Submission:** Grievances can be submitted in writing or online mode
- **Details to be Provided:**
  - Name and contact details of the complainant
  - Detailed description of the grievance
  - Any supporting documents or evidence

## 6. Procedure for Grievance Redressal

### Step 1: Receipt of Grievance

- Upon receipt of a grievance, the Member Secretary logs it into the Grievance Register with a unique identification number.
- An acknowledgment receipt is sent to the complainant within 3 working days.

  
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## Step 2: Preliminary Assessment

- The Grievance Redressal Cell (GRC) conducts a preliminary assessment to determine the validity of the grievance.
- If the grievance is found to be outside the scope of the Grievance Redressal Cell, the complainant is informed, and the grievance is directed to the appropriate authority.

## Step 3: Investigation

- If the grievance is valid, the Grievance Redressal Cell conducts a thorough investigation, gathering relevant information and interviewing involved parties.
- The investigation should be completed within 15 working days from the receipt of the grievance.

## Step 4: Resolution and Recommendation

- Based on the findings, the Grievance Redressal Cell proposes a resolution or recommendation.
- The resolution is documented and communicated to the complainant within 5 working days after the investigation is completed.

## Step 5: Implementation and Follow-up

- The Grievance Redressal Cell ensures the implementation of the proposed resolution.
- A follow-up is conducted to ensure the grievance has been resolved satisfactorily.
- A closure report is prepared and logged in the Grievance Register.

## 7. Confidentiality and Fairness

- All grievances are handled with the utmost confidentiality.
- The Grievance Redressal Cell ensures a fair and unbiased approach in resolving grievances.

## 8. Appeals


- If the complainant is not satisfied with the resolution, they may appeal to the Principal within 7 working days of receiving the resolution.
- The Principal reviews the appeal and makes a final decision within 10 working days.

## 9. Record Keeping

- All records of grievances, investigations, resolutions, and follow-ups are maintained in the Grievance Register.
- Records are retained for a minimum of five years.

## 10. Reporting and Review

- The GRC submits a quarterly report to the college administration on the grievances received, resolved, and pending.
- The SOP is reviewed annually to ensure its effectiveness and updated as needed.

  
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## 11. Contact Information

- Gmail: [grievancetswrdcwnirmal@gmail.com](mailto:grievancetswrdcwnirmal@gmail.com)
- Phone: +91-7995660879
- Office Hours: Monday to Saturday, 9:00 AM - 5:00 PM

## 12. Conclusion

The Grievance Redressal Committee is committed to ensuring a supportive environment for all the students and staff by providing a robust grievance redressal mechanism. This Grievance Redressal Policy serves as a guide to achieving this objective through a structured and transparent process.

  
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